Journal of Contemporary Psychological Research ISSN 2349-5642(Print) ISSN 2455-0981 (Online) Vol.2 Issue 3 December 2015 © Contemporary Research Publication, Bhuj (Gujarat),INDIA

Emotional Intelligence and Moral Decision Making: Mediating Role of Occupational Stress

Shreshtha Yadav*, Neha Dubey**, Amreen Ahmad Ali***
University of Allahabad, Allahabad.

Abstract

Role of emotions in business ethics and moral decision making caught the attention of business research scholars in the last few years. Different methods have been deployed to investigate relationship between emotions and moral decision making. Some scholars studied functions of moral emotions, some other studied role of positive and negative emotions. Present study aims to investigate role of emotional intelligence and occupational stress in moral decision making. An ability to understand and mange different emotions are known as emotional intelligence; and occupational stress also can be defined as emotional reaction to stressful situations. Data was collected from 177 marketing executives working at HDFC life insurance and Kotak Mahindra life insurance, Allahabad (Uttar Pradesh). Survey method is used, a set questionnaire was distributed to collect information pertaining to demographics, emotional intelligence, occupational stress and four vignettes (to measure moral decision making). Result reveals that emotional intelligence is positively associated with moral decision making; where occupational stress has inverse relationship with emotional stress and moral decision making. Mediation analysis secures the mediating role of occupational stress between emotional intelligence and moral decision making.

Key Words: Emotional Intelligence, Role of emotions in moral decision making, Occupational Stress, moral decision making.

Correspondence concerning this paper should be addressed to Shreshtha Yadav, Room No. 4, D. J. Hostel, University of Allahabd. Email: radhakrishna130@gmail.com

^{***} Amreen Ahmad Ali, Research Scholar, Department of Psychology, University of Allahabad

References

- Boyd, A. (1997). Employee Traps Corruption in the Workplace. *Management Review 86(8)*, 9.
- Christo, Botha, , Jaco, Pienaar (2006). "South African correctional official occupational stress: The role of psychological strengths. *Journal of Criminal Justice* Vol. 34 Issue 1, pp. 73-84.
- Colligan , T. W. & Higgins, E. M. (2005). Workplace stress: Etiology and consequences. *Journal of Workplace Health*, 21, 2, pp. 90-97.
- Folger, R., Cropanzano, R., & Van De Boss, K. (2002). *Moral affect and work motives: "I'm mad as hell and..."* Unpublished Manuscript.
- Goleman, D. (1995:2005). Emotional intelligence: Why it can matter more than IQ. New York: Bantam Dell.
- Greene, J. D., Sommerville, R. B., Nystrom, L. E., Darley, J. M., & Cohen, J. D. (2001). An fMRI Investigation of Emotional Engagement in Moral Judgment. Science, 293(5537):2105-8.
- Haidt, J. (2001). "The emotional dog and its rational tail: A social intuitionist approach to moral judgment." Psychological Review, 108, 814-834.
- Hayes, A. F. (2012). PROCESS: A versatile computational tool for observed variable mediation, moderation, and conditional process modeling [White paper]. Retrieved from http://www.afhayes.com/public/process2012.pdf.
- Jones, T. M. (1991). Ethical decision making by individuals in organizations: An issue-contingent model. Academy of Management Review, 16, 366-395.
- Larsen, R. J., Diener, E., Lucas, R. E. (2002). Emotion: Models, measures, and individual differences. In R. G. Lord, R. J. Klimoski, & R. Kanfer (Eds.), Emotions in the workplace: Understanding the structure and role of emotions in Organizational Behavior (pp. 64-106). San Francisco, CA: Jossey-Bass.
- Lazarus, R. S. & Folkman, S. (1984). Stress: Appraisal and coping. New York: Springer.
- Lord, R. G., & Kanfer, R. (2002). Emotions and organizational behavior. In R. G. Lord, R. J. Klimoski, & R. Kanfer (Eds.), Emotions in the workplace: Understanding the structure and role of emotions in Organizational Behavior. San Francisco, CA: Jossey-Bass.
- McShulskis, E.: 1997, 'Job Stress can Prompt Unethical Behavior', HR Magazine 42(7), 22-23.
- McDevitt, R., Giapponi, C., & Tromley, C. (2007). A model of ethical decision making: The integration of process and content. *Journal of Business Ethics*, 73, 219-29.
- Miller, Colleen Rose (2013). Emotions And Decision Making: The Effects Of Psychosocial Stress On Moral Judgement And Executive Functioning. A Thesis Submitted to the Honors College In Partial Fulfillment of the Bachelors degree With Honors in Psychology. The University Of Arizona.
- Moïra, Mikolajczak, Clémentine Menil & Olivier Luminet (2007). "Explaining the protective effect of trait emotional intelligence regarding occupational stress: Exploration of emotional labour processes", *Journal of Research in Personality*, Vol. 41 Issue 5, pp. 1107-1117.
- Murphy, L. R. (1995). Occupational stress management: Current status and future directions. *Trends in Organisational Behaviour*, 2, pp. 1-14.
- Rest, J.: 1986. Moral Development: Advances in Research and Theory. Praeger, New York.
- Salovey, P., & Mayer, J. (1990). Emotional intelligence. Imagination, Cognition, and Personality, 9, 185-211.
- Selart, Marcus & Johansen, Svein Tvedt (2001). Ethical Decision Making in Organizations: The Role of Leadership Stress. *Journal of Business Ethics* (2011) 99:129–143.
- Selye H. (1974). Stress without Distress. New American Library: New York.
- Sternberg, R. J. (2000). Wisdom as a form of giftedness. Gifted Child Quarterly, 44, 252-260.
- Treviño, L. K. (1986). Ethical decision making in organizations: A person situation inter-actionist model. *Academy of Management Review*, 11, 601-617.
- Wong, C.S., & Law, K.S. (2002). The effects of leader and follower emotional intelligence on performance and attitude: An exploratory study. Leadership Quarterly, 13, 243–274.
- Yadav S., Kohli N. & Tiwari V. (2015). Moral decision making of business managers in India. *Journal of the Indian Academy of Applied Psychology*, Vol 41, pp 112-119.
- Youssef, F., Dookeeram, K., Basdeo, V., Francis, E., Doman, M., Mamed, D. Legall, G.(2011). Stress alters personal moral decision making. *Psychoneuroendocrinology*.